



July 13, 2020

Dear Residents & Families,

As the COVID-19 pandemic continues, Chatham-Kent Hospice is continuing to monitor and take actions to protect our residents and their families, volunteers and staff. Please know that our Hospice residents continue to be our first priority and our professional care team continues to provide compassionate care. We are continuing with active screening and additional cleaning measures to keep our residents, visitors, and staff safe. In addition, we are asking staff to wear personal protective equipment which may include any or all of the following; masks, gloves, gowns, and face shields.

We also understand the importance of visits from those that are important to you and during this time of ongoing change we are continuing to review our visitor guidelines.

Reception Desk Hours

The reception desk continues to be staffed between the core hours of 8:30am-4:30pm, 7 days a week. Please note that reception hours may be extended based on staff availability. We ask that any visitors arriving before or after these times, to please be patient with us as staff may be delayed in answering the door if providing care to one of our residents.

Visitor Guidelines

Our visiting guidelines are based on Ministry of Health (MOH) directives, local Public Health guidance, adequate personal protective equipment, and staffing levels. Residents and families will agree to limit visitors to the following:

- 2 designated persons may visit at any time
- 2 rotating persons may each visit once per day during reception hours.
- When the resident is within their last hours to days of life (PPS 10%), 3 designated persons as well as 2 additional daily rotating visitors may visit at any time (maximum of 5 persons at one time)
- We ask that visitors plan their visits to avoid multiple visits per day.

We understand that visitor restrictions make a difficult time even more difficult for your family. Please encourage additional family members and friends to stay in touch by *scheduling* a “garden visit” or by email, phone, video chats (FaceTime, Skype). Please let us know if you have any questions or concerns.

Garden Visits

- Visitors **must phone the reception desk to pre-arrange their visits** in coordination with the resident & Hospice. Please note that garden visits may only take place during reception hours
- Visitors are required to wear a face mask for the visit
- Visitors may bring a lawn chair
- Physical distancing (2 meters) applies for garden visitors
- Windows in the suite will remain closed and the visitor will be provided with the hospice phone number and suite extension to facilitate phone communication

OR

- Windows may be open if the resident and any visitors in the suite are 2 meters from the window.

Screening

All visitors will continue to be actively screened with each visit:

- Undergo and pass the screening questions and temperature check twice (upon entering and exiting)
- Perform hand hygiene
- Wear personal protective equipment which may include: re-usable mask, re-usable gown, and disposable gloves.

Any visitor who fails the screening or temperature check will not be permitted to visit. Visitors who are feeling unwell at any time are encouraged to immediately report their symptoms to the nursing staff for guidance.

We also ask that visitors stay in the resident suite once in the building with the exception of accessing the nutrition area outside the nurses' station, the courtyard, or the reflection room. Visitors **must check in with the reception desk or the clinical team** prior to accessing the courtyard or the reflection room. All other common areas within the residence are temporarily closed.

We ask that you to continue to follow preventative measures to reduce the transmission of and exposure to germs and viruses, including influenza, common colds, and COVID-19:

- Wash hands often with soap and water, for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer;
- Avoid touching your eyes, nose and mouth with unwashed hands;
- Practice good cough etiquette (maintain distance, sneeze/cough into your elbow or a tissue, not in your hands and put used tissues in a waste receptacle and wash hands immediately after using tissues)
- Practice social distancing to avoid coming into close contact with others including:
 - avoiding crowded places and non-essential gatherings
 - avoiding common greetings such as handshakes

- limiting contact with people at higher risk (older adults and those in poor health)
- keeping a distance of at least 2 arms lengths (approximately 2 metres) from others, as much as possible

If you have any questions regarding COVID-19 please follow-up with the Chatham-Kent Public Health Unit at 519-355-1071 ext. 1900 or visit <https://www.ontario.ca/page/2019-novel-coronavirus>

We want you to know that our priority is to ensure we keep residents, visitors, volunteers and employees safe while continuing to provide excellent care and services. We thank you for your assistance during this uncertain time.

If you have any questions or concerns, please do not hesitate to reach out to us at any time.

Sincerely,



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